

CITIZEN'S GUIDE TO COMMUNITY ACTION:



*Addressing Nuisance Complaints
and
Neighborhood Blight*



City of Cincinnati

TABLE OF CONTENTS

Introduction	5
Nuisance Motor Vehicles	5
What Can Citizens Do About Nuisance Vehicles?	6
Litter and Overgrown Weeds	7
Litter and Refuse in the Public Right of Way	7
Yard Waste Removal	7
Graffiti	8
What Can Citizens Do About Graffiti?	8
Common Property Maintenance Violations	9
Examples of Exterior Violations	9
What Can Citizens Do About Property Maintenance Code Violations?	15
Fire Code Violations	15
Sample Complaint Letter	18
Frequently Asked Questions (FAQ)	19
CPD Community Oriented Policing Staff Sheet	22
Resource List	24

The Citizen's Guide for Community Action was developed by the City of Cincinnati's code enforcement agencies with leadership contributions from the following:

Cincinnati Police Department

Community Police Partnering Center

and

Keep Cincinnati Beautiful

Special recognition goes to the community of College Hill because their Community Problem Oriented Police (CPOP) Team developed and used complaint letters to communicate problems with their neighbors. Complaint letters are a communications tool included in this Citizen's Guide. Updates to this guide will be posted on the City of Cincinnati web site at www.cincinnati-oh.gov.

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Dear Fellow Cincinnatians:

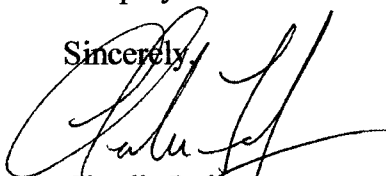
We believe every City of Cincinnati citizen is a responsible partner in maintaining a clean, safe and livable city, and in supporting a positive quality of life experience for current residents and future generations. The Citizen's Guide to Community Action (Citizen's Guide) was compiled as a resource to help you to continue to improve your community. The Citizen's Guide contains information to help you and your neighbors understand and comply with several of the codes and regulations in place to ensure that Cincinnati continues to be a great place to live, work, and play.

Most citizens are maintaining their properties and working aggressively to uphold a high standard of living in their neighborhoods. If, in the rare instance, your neighbor is not fulfilling his or her responsibility, there are several steps you can take. This Citizen's Guide was developed to better help you understand what those steps are, and to provide resources, like a sample complaint letter that you or your Community Council can use to address such situations. The "Introduction" section contains the web addresses of the Community Councils, so you can find meeting schedules and ways to become more involved in your neighborhood. This Guide has information about which City departments have enforcement of which Municipal Code provisions, and resources to better help you work with the police on safety issues.


If your concerns cannot be addressed through community cooperation, please call Cincinnati's Customer Service Call Center (Call Center) at 591-6000. A customer service representative can be reached 24 hours per day, seven days a week. The Call Center handles all non-emergency complaints and the customer service representative refers calls to the appropriate City agency. The Cincinnati Police Department (CPD) remains available for appropriate immediate assistance. CPD resources are identified by district and assignment on the CPD Community Oriented Policing Staff and Neighborhood Assignment list in this Guide.

The Citizen's Guide for Community Action is posted on the City of Cincinnati's web site at www.cincinnati-oh.gov. Thanks for your on-going efforts to continually improve our community. Together, we can ensure that Cincinnati remains a great place to live, work, and play!

Sincerely,



Charlie Luken
Mayor



Valerie A. Lemmie
City Manager

Citizen's Guide to Community Action: ***Addressing Nuisance Complaints and Neighborhood Blight***

Introduction

In this Citizen's Guide you will find information addressing some of the more common nuisance complaints that may occur in your neighborhood. These include: removal of junk motor vehicles from both private and public property, littered lots and overgrown weeds, litter on public property, graffiti on public and private property, common property and building maintenance violations, and fire code violations. This Citizen's Guide has some examples of these environmental conditions and the basic remedies for these conditions.

If your neighbor has a concern that needs addressing, first try talking to your neighbor about your concerns. You may find that the neighbor already has plans to take care of the problem. If you do not feel comfortable talking face to face with your neighbor, try sending a letter, either directly or through your Community Council.

A sample complaint letter is included in this Citizen's Guide and it can also be downloaded from <http://ortho.hamiltonco.org/cpop/documents/Nuisance%20Complaint%20Letter.pdf>. To obtain information about your Community Council and its meetings, log on to www.cincinnati-oh.gov and type "community council" in the search box.

Nuisance Motor Vehicles

What is a **Nuisance Junk Motor Vehicle** (Cincinnati Municipal Code 758-2) or an **Abandoned Junk Motor Vehicle** (Ohio Revised Code 4513.63)?

A nuisance vehicle is a junk, abandoned or inoperable motor vehicle meeting the following requirements:

- A vehicle left on **private property** for more than **72** hours or left on a public street, public way, or private property open to the public for vehicle travel or parking, for more than **48** hours;
- Vehicles that are three years old or older;
- Vehicles that are extensively damaged including but not limited to:
 - Deflated, wrecked or missing tires or rims,
 - Missing or wrecked body parts,
 - Broken or missing headlights, taillights, or brake lights,
 - Cracked or missing windows or windshields,
 - Missing all or part of the motor or transmission,
 - Missing or invalid license plate(s), and
 - Apparently inoperable;
- A vehicle that has a fair market value of \$1,500 or less
- Any vehicle parked in one location for more than **30 days**.



What is an **Overtime-Parked Vehicle**? (Cincinnati Municipal Code 508-12)

A vehicle parked upon a public roadway longer than **14 hours**.

What Can Citizens Do About Nuisance Vehicles?

For complaints on vehicles left on **public streets**, call the police district in which the vehicle is located. The officer taking your complaint will ask you for specific information regarding the vehicle and its location. Vehicles on **private property** will be investigated by the **Health Department**. These vehicles fall under the City of Cincinnati's nuisance laws and are more promptly handled by the Health Department.

Call the Police Department for Public Streets.

Call the Health Department for Private Property.

Police Districts / Public Streets

District One	352-3505
District Two	979-4400
District Three	352-3574
District Four	352-3576
District Five	352-3578

Health / Private Property

Health Department 564-1780

What can you expect from the **Police Department**?

The district desk officer will ask you for the exact location (street address) and a description of the abandoned, junk or overtime-parked vehicle. The description of the vehicle should include the color, make, model, and license plate number of the vehicle. Approximately 24 hours after receiving a complaint, an officer will investigate. A citation may be issued or the vehicle towed, depending on the investigation.

What can you expect from the **Health Department**?

Upon receiving a complaint, the Health Department will send an investigator in 24 to 48 hours to investigate and attempt to contact the owner of the abandoned junk vehicle. If no response is received within 168 hours, the vehicle will be referred to the Police Department's Impound Unit for towing.

Litter and Overgrown Weeds

What is considered an **Overgrown Weed**? (Cincinnati Municipal code, Sec. 731-1-A)

An Overgrown Weed is any and all grass, weeds and wild plants exceeding 10 inches in height. Citizens, who want to complain about littered lots, overgrown grass and weeds, overflowing garbage cans, and illegal dumping, can call the Customer Service Call Center at 591-6000. Complaints about property that is private and not municipally owned or vacant, will be referred to the Health Department's Litter Control Office for inspection and potential citation.

Approximately 48 hours after receiving a complaint, a Litter Control Officer will investigate the complaint, and if warranted, will issue a citation to the owner of the property. The enforcement officer will return to check on compliance in approximately 10 days. If the problem still exists, a referral will be made to Public Services, Complaint Resolution Section, to clean up the lot. The Complaint Resolution Section's response is based on several issues including: the age of the complaint, nature, number, and geographic location of the complaint. Some complaints are resolved within a few days while others may take more time, so please be patient.

What about property items set out after an eviction?

Items set out at the curb upon a legal eviction will be handled by the Department of Public Services, which handles trash collection, as part of their normal pick-ups. County Bailiffs will notify Public Services when they monitor a "set-out" of property after a legal eviction. Property items are considered trash and eligible to be cleared by sanitation workers 48 hours after the property has been set to the curb.

Litter and Refuse in the Public Right of Way

The **Department of Public Services** handles complaints regarding litter and refuse in the public right of way (litter in the street). These types of complaints include the time of day one can put their trash receptacle out to the curb. They also handle street emergencies (including sink holes), broken curbs, and removal of dead animals. Call the Customer Service Call Center at 591-6000. A customer service representative can be reached 24 hours per day, seven days a week.

Yard Waste Removal

It is illegal to rake or blow yard waste including tree leaves into the streets because they can block inlets and cause problems such as flooding, standing water and or ice conditions. Leaves caught on street curbs also result in the neighborhood looking littered. Please use the following guidelines for yard waste removal:

- Place yard waste in biodegradable brown paper yard waste bags or cans that are clearly labeled as yard waste.
- Place yard waste at your curb by 6:00 a.m. on your regular trash collection day.
- All types of yard waste are accepted including grass clippings, leaves and branches, and bushes,
- Yard waste in plastic bags will not be collected.

Contact the Call Center at 591-6000, if you have additional yard waste removal questions.

Graffiti

What is considered **Graffiti**? (Cincinnati Municipal Code (CMC), Sec. 751-1-A)

Any inscription, word, figure, marking or design that is marked, etched, scratched, drawn or painted on any premises, including buildings, structures, fixtures or other improvements, whether permanent or temporary, whether public or private, without the consent of the owner of the property or the owner's authorized agent, and which is visible from the public right-of-way or other public or quasi-public location within the city.

The Cincinnati Municipal Code declares graffiti a Public Nuisance. **CMC Sec.751-3**, Graffiti is detrimental to the health, safety and welfare of the community in that it degrades the community and leads to urban blight. It is detrimental to property values, business opportunities and the city's aesthetic standards. When graffiti is permitted to remain on property and is not promptly abated, it invites additional graffiti and criminal activity, which further deteriorates the city's quality of life and discredits the city's reputation for livability. Graffiti, whether located upon public or private premises within the City of Cincinnati, is hereby declared a public nuisance.

What Can Citizens Do About Graffiti?

The **Department of Public Services** handles all graffiti complaints. Whether it is on private or public property, call the Customer Service Call Center at 591-6000. A customer service representative can be reached 24 hours per day, seven days a week.

If you are calling about graffiti on your own property, Public Services will request that you complete a **Right of Entry for Graffiti Removal Request**. This gives the City permission to take care of the graffiti on your property. If you are calling about a neighboring property, the City will need that property owner to complete the same form. A **Right of Entry for Graffiti Removal Request** is kept on file indefinitely. Citizens with multiple occurrences of graffiti on their property need only complete one **Right of Entry for Graffiti Removal Request**.

How long will it take to get the graffiti removed?

Priority is given to graffiti that is gang-related and which has greater visibility to the general public. Other considerations include the content of the graffiti.

What if my neighbor will not complete a Right of Entry for Graffiti Removal Request?

Under the Cincinnati Municipal Code, graffiti is a Public Nuisance. The City can abate the graffiti by issuing an Abatement Notice to the property owner. The Graffiti Abatement Unit can then, after seven days, enter the property and remove graffiti from a property without the property owner signing a Right of Entry Form. The property owner may appeal this action.

Common Property Maintenance Violations

The Housing Code and the Building Hazard Abatement Code are intended to establish minimum standards necessary for the preservation of the public safety, health, and general welfare in all parts of buildings, or premises. Property Maintenance Codes also assign the maintenance responsibility of owners, operators, and occupants of buildings and accessory structures such as garages and fences.

The following is a review of some of the most common exterior Housing Code violations. The Housing Code covers nearly all parts of a residence, with the exception of a few minor cosmetic conditions. This list provides a general guideline to assess the exteriors of housing for code violations including plumbing, heating, ventilation, fire safety, and electrical. Exterior violation conditions are on the following pages.

Examples of Exterior Violations

The Cincinnati Building Code (CBC) is Title 11 of the Cincinnati Municipal Code (CMC). The Housing Code is Chapter 1117 of the CBC. Similar conditions found on commercial buildings are addressed under the Building Hazard Abatement Code, Chapter 1119, of the CBC.

1. Repair Gutter and Downspouts

Condition: There may be leaking, rusted, clogged or missing gutters or downspouts. Gutters serve to control the flow of water away from the building.

The Order: Repair or replace all leaking, loose, rusted or defective gutters and downspouts.

CBC Section: 1117-45.2, Supplied Fixtures and Equipment:

Every plumbing installation, gutter and downspout, required piece of equipment, or utility shall be so constructed or installed that it will function safely, and shall be maintained in satisfactory working condition.

2. Paint Exterior

Condition: There may be flaking or loose paint or missing aluminum trim that has exposed wood or metal that is subject to rot or rust. (Note that masonry or decay resistant wood, such as redwood, that was once painted and now has peeling paint, is not necessarily a violation. Redwood and brick, for example, need not be protected from rust and decay.)

The Order: Paint or otherwise protect all exterior wood and/or metal, which are now inadequately protected against the weather. Existing painted surfaces that must be disturbed to complete this work may contain lead.

CBC Section: 1117-47.2, Protective Coating:

All exterior walls, woodwork and exposed metal portions of every dwelling that are inadequately protected against the weather due to lack of paint or other approved protective coating shall be painted or otherwise protected against decay, corrosion, or deterioration.

3. Repair Windows

Condition: Broken, missing or cracked windows that allow entry of the elements, or windows that do not afford security, are violations. The example in Figure 3 shows an obviously broken windowpane.

The Order: Overhaul windows where necessary, provide sound sash, replace broken glass and restore to good working order.

CBC Section: 1117-45.1, General Maintenance and Repair:

All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.



(Figure 3)

4. Repair Cornice

Condition: The cornice is generally considered a horizontal, projecting wood or metal architectural feature of a building fastened near the tops of roofs or over windows or doors. Holes or rotted, loose, or missing sections of cornice are violations. The example in Figure 4 shows obvious holes in the cornice.

The Order: Repair cornice, replacing all rotted material and securely fastening all loose parts.

CBC Section: 1117-45.1, General Maintenance and Repair:

All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.



(Figure 4)

5. Overhaul Porch

Condition: Porches that may have broken or missing guardrails, rotted flooring, leaking roofs, missing or defective columns are considered violations. The example in Figure five shows a small unsafe porch with missing guardrails.

The Order: Overhaul porch, replacing all rotted, broken, or missing parts with sound material.

CBC Section: 1117-45.1, General Maintenance and Repair:

All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.



(Figure 5)

6. Repair Roof

Condition: The roof may be missing shingles, have broken slate, have rusted flashing or leaks may be evident through the eaves or walls.

The Order: Repair the roof where it is leaking.

CBC Section: 1117-47.1, Maintenance of Foundations, Floors, Roofs and Exterior Walls:

All foundations, floors, roofs and exterior walls of every dwelling shall be reasonably free of holes, large cracks and any loose and deteriorated material, and shall be maintained so as to be reasonably weather tight, and watertight.

7. Repair Chimney

Condition: Chimneys with broken or missing bricks, and/or missing mortar from joints must be repaired. If a chimney is missing bricks, the missing bricks may have dropped down into the chimney flue, thereby clogging the flue. Clogged chimneys can lead to Carbon Monoxide Poisoning. The example in Figure seven shows a chimney with missing brick.

The Order: Rake out mortar joints of chimney(s), replace crumbling brick and tuck point (“Tuck Pointing” a chimney means to replace the missing mortar between the bricks). After a chimney has been repaired, all flues, inlets and cleanouts shall be thoroughly cleaned and left in good operating condition.

CBC Section: 1117-45.1 General Maintenance and Repair:

All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.



(Figure 7)

8. Repair Siding

Condition: Siding may have blown off the building, fallen or come loose due to rotting wood and loss of nail grip. The example in Figure Eight shows an extreme case.

The Order: Repair or replace all missing or defective siding and re-nail loose siding.

CBC Section: 1117-47.1, Maintenance of Foundations, Floors, Roofs and Exterior Walls:

All foundations, floors, roofs and exterior walls of every dwelling shall be reasonably free of holes, large cracks and any loose and deteriorated material, and shall be maintained so as to be reasonably weather tight, and watertight.



(Figure 8)

9. Repair Steps

Condition: Steps may be cracked or be extremely uneven or may have broken or missing pieces. (Note: More accidents happen on stairs, inside and out, than on any other part of a residence. Any set of steps with more than four risers must also have a substantial handrail.) The stairs in Figure 9 are extremely hazardous.

The Order: Repair exterior steps, replacing all defective materials and provide uniform risers and treads.

CBC Section: 1117-45.1, General Maintenance and Repair:

All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean and unsanitary conditions, so that all part thereof shall function properly and provide approved conditions of safety and sanitary habitability.



(Figure 9)

10. Point Masonry Walls

Condition: Masonry walls, like chimneys, tend to loose mortar from between the bricks due to the effects of weathering. Walls with broken or missing bricks, and/or missing mortar from joints must be repaired. If a wall is not tuck pointed water can infiltrate the brick and freeze, causing walls to weaken over time. These walls may need to be taken down and rebuilt. The wall in Figure 10 has suffered such deterioration.

The Order: Rake out and tuck point with cement mortar all defective mortar joints.

CBC Section: 1117-47.1, Maintenance of Foundations, Floors, Roofs and Exterior Walls:

All foundations, floors, roofs and exterior walls of every dwelling shall be reasonably free of holes, large cracks and any loose and deteriorated material, and shall be maintained so as to be reasonably weather tight, and watertight.



(Figure 10)

11. Accessory structures

Condition: An accessory structure is a garage, shed, fence, retaining wall or similar structure associated with a residence. If not maintained, accessory structures will become dilapidated; such as garages with rotting parts or roof leaks, broken down fences and collapsing retaining walls. These structures will have a blighting influence on a neighborhood. Figure 11 shows a fallen retaining wall.

The Order: Repair or take down and remove the dilapidated accessory structure located on the premises.

CBC Section: 1117-51.1, Maintenance of Accessory and Appurtenant Structures:

All accessory and appurtenant structures such as garages, sheds, fences, etc., shall be maintained in good repair and free from health, accident and fire hazards.



(Figure 11)

What Can Citizens Do About Property Maintenance Code Violations?

You or your Community Council can send a complaint letter to the property owner notifying them of the issue.

What do you do if you do not know the owner of the property?

Property owner information can be obtained at the Hamilton County Auditor's web site at www.hamiltoncountyauditor.org or log on through the Community Problem Oriented Policing (CPOP) web site at <http://ortho.hamilton-co.org/cpop/>.

You also can contact your Community Council. They may already be aware of the problem and may have discussed it at your local Community Council meeting. To obtain information about your Community Council and its meetings, log on to www.cincinnati-oh.gov and type "community council" in the search box.

If this is not an option, you can call the Call Center at 591-6000 to make a formal complaint. You will be asked to provide the specific address or location of property and the nature of the complaint.

How long will it take?

If the complaint is of a hazardous nature, an investigator will investigate the situation and try to contact you within 24 hours. Hazardous violations include broken windows over public sidewalks, bricks falling from a building into the street or open vacant buildings. If the complaint is not of a hazardous nature, an investigator will contact you within five to 10 working days.

Fire Code Violations

Below are listed common Fire Code violations that are handled by the Fire Department. Citizens who want to complain about these types of violations can call **357-7585**. You will be asked some basic questions about the nature of the violation, and then your complaint will be forwarded to the appropriate Engine Ladder Company. Usually the complaint is investigated within three to five working days. The following areas are covered by the Cincinnati Fire Prevention Code (CPFC) or the Ohio Fire Code (OFC).

1. Required Smoke Alarms CFPC 1235-3

In the City of Cincinnati, all residential buildings are required to have working smoke alarms or an early warning device. In most homes these should be on every level of the home. They have proven to save lives and by law, you are required to have them.

- **THE OWNER OF A BUILDING OR RESIDENTIAL OCUPANCY SHALL (CFPC 1235-3):**
 - Install an operable early fire warning system.
 - Be responsible for assuring than an operable fire warning system is continuously present on the premises.

- The detector shall be installed outside each separate sleeping area in the immediate vicinity of the bedrooms in each living unit, including basements or cellar, and excluding crawl spaces and unfinished attics.
 - Each detection device shall cause the operation of an alarm that shall be clearly audible in all bedrooms when all intervening doors are closed, and all household equipment that may be in operation at night are in full operation. All detectors shall be installed and maintained in accordance with NFPA Standard No. 72-1996, "Household Fire Warning System Equipment".
- **THE OWNER OF ANY DWELLING SHALL (CFPC 1235-3):**
 - Not rent, lease, or cause any unit to be occupied without an approved operating smoke detector, as required.
 - The owner/occupant shall verify the presence of the required smoke detector(s) at the time of occupancy, and make such records available on demand of the fire official.
 - "Owner" for the purpose of this section, shall mean and include the record owner of the premises as evidence by the Deed Records of the Hamilton County Recorder, and the purchaser of the premises under Land Contract.
 - It shall be the duty of the purchaser to install the early warning system and be responsible for assuring that an operable early fire warning system is continuously present on the premises.
- **MAINTENANCE COMPLIANCE (CPFC 1235-5):**
 - In any building or residential occupancy in which the owner is required to have installed an operable early fire warning system, **it shall be the responsibility of the occupant of each residential unit to maintain or have maintained the early fire warning system in that unit**, whether or not such occupant is the owner, as defined in section CFPC 1235-3.
 - It shall be the responsibility of the owner to maintain or have maintained any detectors required in cellars or basement of multi-unit structures, except where the cellar or basement is a part of an individual residential unit.

2. General Maintenance (CFPC 1201-21)

The owner shall be responsible for the safe and proper maintenance of the building, structure, premises or lot at all times. In all new and existing buildings and structures, the fire protection equipment, means of egress, alarms, devices and safeguards required by this code and other jurisdictional ordinances shall be maintained in a safe and proper operating condition.

3. Accumulated Waste and Waste Receptacles (CFPC 1219-5 & OFC FM-318.1)

Accumulation of waste paper, wood, hay, straw, weeds, litter or combustible or flammable waste or rubbish of any type shall not be permitted to remain on any roof or in any court, yard, vacant lot, alley, parking lot, open space, beneath a grandstand, pier, wharf or similar structure. All weeds, grass, vines or other growth that endangers property or is capable of being ignited shall be cut down and removed by the owner or occupant of the premises. All combustible rubbish, oily rags or waste material kept within a structure shall be stored in an approved container. Storage shall not produce conditions that will create a nuisance or a hazard to the public health, safety, or welfare.

4. Electrical Hazards (CFPC 1209-3)

When the electrical wiring or equipment of an existing building is found to constitute a serious safety hazard, as defined in Section CFPC 1209-5, the Fire Chief shall order the owner, agent or person in control of such building to correct such hazard.

5. Exit Obstructions (OFC F-605.1 Obstructions)

Do not block or significantly reduce your way out of a building. This refers to the means of egress from each part of the structure, including exits, stairways, egress doors and any panic hardware installed thereon, aisles, corridors and passageways. This includes any similar elements of the means of egress, shall at all times be maintained in a safe condition and available for immediate utilization and free of all obstructions. Security devices affecting means of egress shall be subject to approval.

6. Unsafe Heating Appliances (OFC F308.2)

Make sure that all gas appliances, such as heaters and water heaters, are properly maintained and safe.

7. Flammable or Combustible Liquids (OFC F-2800)

Storage of gasoline or any combustible liquid requires that it be stored safely, and not in the vicinity of any flame or spark.

8. Fire Separation (OFC F-303.1/ OFC F-305.1)

This is the physical protection that separates you from the fire that is provided, under approval of the Building Department, during construction of the building. It must be maintained to keep you safe. Ohio Fire Code F-303.1, Fire resistive rated assemblies: All required fire resistive rated assemblies shall be maintained, repaired, and restored or replaced when damaged, altered or penetrated. Ohio Fire Code F-305.1, General: The interior finish and trim of structures shall be maintained as approved.

9. Vacant Buildings Vacant and Unsecured Buildings (OFC F105)

Vacant Buildings can lead to fatalities for vagrants, Firefighters and Police Officers. These buildings also bring down the property value in your neighborhood, and usually are the first signs of deterioration of your neighborhood. They should be secured from entry, and maintained according to the Cincinnati Building Department's rules on Vacant Building Maintenance License.

Sample Complaint Letter

Dear Neighbor:

Keeping our community safe and clean is a responsibility we all must share. This includes the duty of all community members to maintain their property and to comply with the established laws and ordinances of the City of Cincinnati. These laws and ordinances are established for our safety and compliance with them will ensure that we can maintain a high quality of life for our entire community.

It has come to our attention that the following condition(s) exists on your property which affects the quality of life of our community and appears to be in violation of an established ordinance(s) of the City of Cincinnati:

We would appreciate if you would act immediately to correct this condition. A notification of this condition is being forwarded to the appropriate city department for follow-up action, should this condition not be corrected. This letter does not immune you from receiving a citation if your property is investigated and code violations are found.

If you require information or assistance regarding this matter, you can contact (community council representative) or the appropriate city department by calling 591-6000.

Please help keep Cincinnati a first-class city by correcting these conditions and thus improve the quality of life for the entire community.

Your Concerned Neighbor,

FREQUENTLY ASKED QUESTIONS (FAQ)

General Information

Cincinnati Customer Service Call Center (Call Center) at 591-6000 – A centralized call intake system that provides a gateway to City services. The Call Center has been redesigned to effectively handle citizen inquiries and service request. The Call Center serves as the communication link between the citizens of the City of Cincinnati and the city agency in which the work will be performed. The tracking aspect of the Call Center monitors the performance of City departments, improves accountability, and allows for feedback to citizens on all requests.

City of Cincinnati Web Site at www.cincinnati-oh.gov - This site serves citizens by offering online information, services, and transactions that make it easier to live, work, and play in Cincinnati. The website provides a single point of entry for information on City services and information. This e-Government site allows visitors to find information regarding City Council, the Mayor, City Manager, and the city departments.

Cincinnati Police Districts by Communities – See the Community Oriented Policing (COP) spreadsheet to identify the CPD district resources for each community.

Frequently Asked Questions

1. How do I file a complaint against my neighbor?

Complaints can be filed by calling the City's Customer Service Call Center at 591-6000 or through the website at CustomerService.PublicServices@cincinnati-oh.gov and identifying the conditions which are in violation of the various codes, such as high weeds and grass, excessive litter on private property or the dilapidated condition of a house. Complaints can only be accepted on the conditions which can be seen from the public areas, or which the complainant can legally provide access to view. Responsible departments: Buildings & Inspections, Health and Public Services

2. How do I file a claim for damages against the City of Cincinnati?

A citizen may call 591-6000 or visit the city's website at www.cincinnati-oh.gov and visit the Law Department's web page. The claim information can be mailed, faxed or e-mailed. Claimant must provide the following information to the City:

1. Claimant's name, mailing address and telephone number
2. Written statement describing incident
3. Copy of all claimant's insurance coverage relevant to this claim
4. Written statement of costs incurred

Law Department Fax Number: 513-352-1515

Mail: City Solicitor's Office, City of Cincinnati, 801 Plum St Cincinnati, OH 45202

Contact Person: Anita.Dobur@cincinnati-oh.gov Responsible department: Law

3. When will trash, recycling and/or yard waste be collected during the weeks containing holidays?

When a holiday falls on a Monday, the entire week is delayed by one day for collection. When the holiday falls on another weekday, all collections for that week will be collected on the regular collection day and all collections after the holiday are delayed one day.

Holidays observed by the City of Cincinnati are: New Years Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day. Responsible department: Public Services

4. Who do I call to report a pothole in the street?

Call 591-6000 and provide the location, size, depth and exact location of the pothole (e.g. inbound, outbound, curb lane, center lane, etc). A citizen may also make the City of Cincinnati aware of a pothole by sending the complaint via email to CustomerService.PublicServices@cincinnati-oh.gov. Responsible department: Public Services

5. How can a citizen have bulky items collected by the City?

A citizen may place up to three bulk items, such as furniture, mattresses, carpet (bundled and tied into four by two foot rolls), or wood (bundled with rope or string no more than four feet long and 10 lbs maximum). This does not include: auto parts, dirt, asphalt, sand, hot ashes, demolition debris, concrete, gravel, rock, and asbestos.

Appliances (refrigerator, with doors removed or secured, a washer, dryer, dish washer, etc.) and all metal items (air conditioner, lawn chairs, bed rails, etc.) need to be scheduled prior to collection by calling 591-6000. This special collection will include up to three large items per week, but scheduled according to date availability. Responsible department: Public Services

6. How can I have graffiti removed from a building?

Call 591-6000 or email a request to CustomerService.PublicServices@cincinnati-oh.gov with the exact address or description of the property where the graffiti is located, including the location on the building or structure, the height from the ground, as well as the type of surface of the building. Responsible department: Public Services

7. How can I get a green recycling bin? What items can be recycled?

Call 591-6000 to request a green recycling bin. Please note that most residents of apartment buildings with nine units or less are eligible for recycling. Please call the Recycling Hotline at 242-4600 for more information. The following items are recyclable:

- Newspapers, telephone books, magazines, mixed paper, junk mail and cereal boxes;
- Brown paper grocery bags and corrugated cardboard (flattened and folded into pieces no bigger than 2' x 2');
- Clear, green, blue and brown glass;
- Aluminum cans, steel food cans (rinsed out and push lid down inside can),
- Plastic with a #1 or #2 on the bottom or side of container, and
- Soda, milk, shampoo, detergent and small mouth drink bottles (rinse, and remove lids).

Responsible department: Public Services and Rumpke

8. What do I do if there is a street light and or traffic lights out of service?

Call 591-6000 and provide the exact location and type of request regarding a street light or traffic light. Responsible departments: Public Services, Transportation & Engineering

9. How do I get my street cleaned or swept?

Call 591-6000 and provide the street name. Every street in the city of Cincinnati is cleaned a minimum of four times a year on scheduled dates. Responsible department: Public Services

10. How can I have the junk/abandoned vehicle in my neighborhood removed?

To report a junk/abandoned vehicle is on privately owned property, call 591-6000. There are criteria that need to be met in order for a citation to be issued for the vehicle to be removed from the property.

To report a vehicle parked in the public right of way, call 591-6000. A complaint will be referred to the Police department for resolution. Responsible departments: Health, Public Services, Buildings and Inspections, Police

11. Who is responsible for the removal of live or dead animals?

Removal of **live** animals is the responsibility of SPCA. See the Resource List for contact information. For removal of **dead** animals in the right-of-way, call 591-6000. Responsible department: Public Services

Dead animals located on private property are the responsibility of the property owner.

12. What can be done about barking dogs that disturb the peace? Are there leash laws and / or other pet ordinances in Cincinnati?

The Cincinnati Municipal Code Chapter 701 provides the regulations for animals, and more specifically Chapter 701-2 requires that dogs be on a leash and Chapter 701-27 deals with barking dogs. Go to www.cincinnati-oh.gov and search for “Municipal Code,” then search for “animals”.

13. Where can I find the obligations of landlords and tenants? How can I get assistance for issues with my landlord?

The Cincinnati Municipal Code Chapter 871 spells out the landlord and tenant obligations. Go to www.cincinnati-oh.gov and search for “Municipal Code”, then search for “Landlord/ Tenant”. To view the Municipal Code, visit the Clerk of Council, 801 Plum Street, Room City Hall, Room 308, or call 352-3246.

Legal Aid handles landlord / tenant issues. See the Resource List for contact information.

14. Does street vending require a license?

Yes, Chapter 839 provides the main regulations for street vending, and it is cross-referenced to other sections of the code. Go to www.cincinnati-oh.gov and search for “Municipal Code”, and then search for “street vending”.

15. What determines if a property is being used legally, including the use of signs and parking?

Title XIV - Zoning Code of The City of Cincinnati of the Municipal Code regulates the use of land. Go to www.cincinnati-oh.gov and search for “Municipal Code,” then search for “zoning”. Immediate questions on the use of land can be directed to the Department of Buildings and Inspections at 352 – 2378.

COMMUNITY ORIENTED POLICING STAFF SHEET AND NEIGHBORHOOD ASSIGNMENTS

		Office	Cell		
Name:	Neighborhood/Assignment:	Phone	Phone	Pager	E-Mail Address
COP Coordination Unit:					
Lt. Larry Powell	COP Coordinator	352-2972		590-2838	Larry.powell@cincinnati-oh.gov
Michelle Henry, CT III	Assistant to COP Coordinator	352-1472		N/A	Michelle.henry@cincinnati-oh.gov
PO Eric Franz	Citizens on Patrol Coordinator	352-2989		269-0412	Eric.franz@cincinnati-oh.gov
Community Prosecution Section					
Terry Cosgrove	Legal Advisor	352-4701			Terry.cosgrove@cincinnati-oh.gov
Melanie Reising	Legal Advisor	352-4716			Melanie.reising@cincinnati-oh.gov
District One					
Sgt. Maris Herold	Dist One Neighborhood Sgt.	352-1463		269-0243	Maris.Herold@cincinnati-oh.gov
PO Doug Neack	Mt. Adams, Downtown	352-1231		269-0510	Douglas.neack@cincinnati-oh.gov
PO Princess Davis	West End	352-2978		269-0710	Princess.davis@cincinnati-oh.gov
PO Frank McGraw (Bike)	Over-The-Rhine, Pendleton	352-2978		269-0700	Frank.mcgraw@cincinnati-oh.gov
PO Steven Hamann	Downtown	352-2978		269-0697	Hamann.steven@cincinnati-oh.gov
PO John Heine	Over-the-Rhine, Pendleton	352-2978		249-1271	John.heine@cincinnati-oh.gov
PO Chris Schroder	Queensgate, Mulberry	352-2978		269-0368	Chris.Schroder@cincinnati-oh.gov
Sgt. Bill Halusek	Violent Crimes Squad	352-1326		396-1092	Bill.Halusek@cincinnati-oh.gov
District Two:					
Sgt. Tom Smith (interim)	Dist 2 Neighborhood Sgt.	979-4410		269-0635	Tom.smith@cincinnati-oh.gov
PO Alvin Triggs	Evanston	979-4413		971-7321	Alvin.triggs@cincinnati-oh.gov
PO Fred Gilmer	E. Walnut Hills, O'Bryanville	979-4412		971-7321	Fred.gilmer@cincinnati-oh.gov
PO Stephanie Bellamah	Oakley	979-4461		971-1978	Stephanie.bellamah@cincinnati-oh.gov
PO George Jason	Hyde Park, Mt. Lookout	979-4416		269-0117	George.jason@cincinnati-oh.gov
PO George Engleman	Kennedy Heights, Pleasant Ridge	979-4468		269-0738	George.engleman@cincinnati-oh.gov
PO Dwayne Dawson	Madisonville	979-4417		269-0730	Dwayne.dawson@cincinnati-oh.gov
PO Kathy Horn	East End	979-4418		971-7280	Kathy.horn@cincinnati-oh.gov
PO Kelly Macbeth	Linwood, Mt. Washington	979-4415		971-1980	Kelly.macbeth@cincinnati-oh.gov
PO Mike Machenheimer	Columbia Tusculum, California	979-4414		N/A	Mike.machenheimer@cincinnati-oh.gov
Sgt. Brian Ibold	Violent Crimes Squad	979-4420	328-1484	N/A	Brian.ibold@cincinnati-oh.gov
District Three:					
Sgt. Brian Coates	Dist 3 Neighborhood Sgt.	352-3938		269-0706	Brian.Coates@cincinnati-oh.gov
PO Milt Hampton	Sayler Park, Riverside	352-3938		269-0721	Milt.hampton@cincinnati-oh.gov
PO Christopher Pohlman	West Price Hill	352-3938		269-0725	Chris.pohlman@cincinnati-oh.gov
PO William Hahn	Millvale, English Woods	352-3938		269-0716	William.hahn@cincinnati-oh.gov
PO Scott Schaerer	East Price Hill, West Price Hill	352-3938		N/A	Scott.schaerer@cincinnati-oh.gov
PS Joe Coombs	East Price Hill	352-3938		269-0712	Joseph.coombs@cincinnati-oh.gov
PO Robin White	Westwood	352-3938		269-0696	Robin.white@cincinnati-oh.gov
PS Jason Scott	Faye Apartments, South Cumminsville	352-3938		269-0727	Jason.scott@cincinnati-oh.gov
PO Kahlya Derkson	Westwood	352-3938		269-0722	Kahlya.Derkson@cincinnati-oh.gov
PO Richard Minella	East Westwood	352-3938		269-0698	Richard.minella@cincinnati-oh.gov
PO Steve Ventre	Sedamsville, Lower Price Hill	352-3938		269-0723	Steve.Ventre@cincinnati-oh.gov
PS Terry Cox	North Fairmount, South Fairmount	352-3938		269-0728	Terry.cox@cincinnati-oh.gov
Sgt. Dwayne Wilson	Violent Crimes Squad	352-3574	382-1137	N/A	Dwayne.Wilson@cincinnati-oh.gov

28

<i>District Four:</i>					
Sgt. Julie Shearer	Dist 4 Neighborhood Sgt.	352-3902		269-0702	Julie.shearer@cincinnati-oh.gov
PO Alex Hasse	Corryville	352-3889		269-0737	Alexander.hasse@cincinnati-oh.gov
PO Sandy Johnson	Carthage, Hartwell	352-3902		269-0707	Sandy.johnson@cincinnati-oh.gov
PO Paul Graves	Walnut Hills	352-3902		269-0240	Paul.graves@cincinnati-oh.gov
PO Linda Sellers	Paddock Hills	352-3889		269-0709	Linda.sellers@cincinnati-oh.gov
PO Paul Graves	Walnut Hills	352-3889		269-0686	Paul.graves@cincinnati-oh.gov
PO Jana Cruse	North Avondale	352-3889		269-0726	Jana.cruse@cincinnati-oh.gov
PO Louis Arnold	Bond Hill	352-3889		269-0224	louispolice.arnold@cincinnati-oh.gov
PS Charles Dukes	Roselawn	352-3889		269-0547	Charles.dukes@cincinnati-oh.gov
PO LaDon Laney	Avondale	352-3902		971-7317	Ladon.laney@cincinnati-oh.gov
PO Anthony Johnson	Mt. Auburn	352-3902		269-0550	Anthony.johnson@cincinnati-oh.gov
PO Wiley Ross	Floating	352-3902		269-0686	Wiley.Ross@cincinnati-oh.gov
Sgt. Richard Lehman	Violent Crimes Squad	352-3976		N/A	Richard.Lehman@cincinnati-oh.gov
<i>District Five:</i>					
<i>(Pending)</i>	Dist 5 Neighborhood Sgt.	352-3903		971-7322	<i>(Pending)</i>
PO Jay Barnes	Winton Place	352-3903		971-7319	Jay.barnes@cincinnati-oh.gov
PO Terri Windeler	Northside	352-3903		269-0637	Terri.Windeler@cincinnati-oh.gov
PO Amy Moore	Mt. Airy	352-3903		590-2019	Amy.moore@cincinnati-oh.gov
PS Darryl Chatman (Bike)	Winton Terrace, Findlater Gardens, Silver Oak	352-3903		269-0734	Darryl.chatman@cincinnati-oh.gov
PO Dana Jones	Clifton, Camp Washington	352-3903		269-0690	Dana.jones@cincinnati-oh.gov
PO Herbert Noble	College Hill	352-3903		269-0103	Herbert.noble@cincinnati-oh.gov
PO Tammy Hussels (Bike)	Clifton Hts, University Hts, Fairview	352-3903		269-0451	Tammy.hussels@cincinnati-oh.gov
Sgt. Charline Fielden	Violent Crimes Squad	352-6170	N/A	N/A	Charline.Fielden@cincinnati-oh.gov

DISTRICT INFORMATION									
DISTRICT ONE 352-3505 310 Ezzard Charles Dr (14)		DISTRICT TWO 979-4400 3295 Erie Avenue (08)		DISTRICT THREE 352-3574 3201 Warsaw Avenue (05)		DISTRICT FOUR 352-3576 4150 Reading Road (29)		DISTRICT FIVE 352-3578 1012 Ludlow Avenue (23)	
Captain:	James Whalen	Captain:	Michael Cureton	Captain:	Andrew Raabe	Captain:	Richard Schmalz	Captain:	Thomas Johns
Admin Sgt.:	Tim Fritz	Admin Sgt.:	Shirley Browner	Admin Sgt.:	Steve Piening	Admin Sgt.:	Daniel Ogilvie	Admin Sgt.:	Kevin Hammann
Inv. Lt.:	Jack Kraft	Inv. Lt.:	Kim Williams	Inv. Lt.:	Don Smith	Inv. Lt.:	Sandra Sizemore	Inv. Lt.:	Stuart Koeppe
Inv. Sgt.:	Roger Robbins	Inv. Sgt.:	Richard Oberjohann	Inv. Sgt.:	Stacy Huellemeier	Inv. Sgt.:	(pending)	Inv. Sgt.:	Matt Hassert
Ride Hours:	0700 – 1500 1300 – 2100 1500 – 2300 2000 – 0400 2300 – 0700	Ride Hours:	0700 – 1500 No Early Power 1500 – 2300 2100 – 0500 2300 – 0700	Ride Hours:	0700 – 1500 1400 – 2200 1500 – 2300 2000 – 0400 2300 – 0700	Ride Hours:	0700 – 1500 1300 – 2100 1500 – 2300 2000 – 0400 2300 – 0700	Ride Hours:	0700 – 1500 1400 – 2200 1500 – 2300 2000 – 0400 2300 – 0700
Current COPP Liaison:		Current COPP Liaisons:		Current COPP Liaison:		Current COPP Liaisons:		Current COPP Liaisons:	
Sgt. Maris Herold	Downtown	Alvin Triggs	Evanston	Sgt. Chad Ritcher	Price Hill	Paul Graves	Walnut Hills	Herb Noble	College Hill
Lt. Ed Harris	West End	Dwayne Dawson	Madisonville		Lower Price Hill	Lou Arnold	Bond Hill	Teri Wendeler	Northside
Sgt. Maris Herold	Over-The-Rhine	Kelley Macbeth	Mt. Washington		Sedamsville	LaDon Laney	Avondale	Tammy Hussels	CUF
		George Engleman	Kennedy Hts & Pleasant Ridge	Milton Hampton	Saylor Park	Sandy Johnson	Carthage & Hartwell	Dana Jones	Camp Washington
				Richard Minella	Westwood				

*** This document accurate at the time of print (April, 2005). For updated reference, please visit the Cincinnati Police web site at:**
<http://cagisperm.hamilton-co.org/cpop/documents/library/policestaff.pdf>

Resource List

Agency/Program & Address	Type	Contact Person & Phone	E-Mail	Web-site
City of Cincinnati Community Prosecution Law Department 801 Plum St. Cincinnati, OH 45202	1	Ernest McAdams, Esq. 352-3332	ernest.mcadams@cincinnati-oh.gov	www.cincinnati-oh.gov
City of Cincinnati Receivership Program Community Development & Planning 805 Central Ave, Cincinnati, OH 45202	2	Dennis Finney 352-6120	dennis.finney@cincinnati-oh.gov	www.cincinnati-oh.gov
City of Cincinnati Rental Rehab Program Community Development & Planning 805 Central Ave, Cincinnati, OH 45202	3	Martha Hilliard 352-6134	martha.hilliard@cincinnati-oh.gov	www.cincinnati-oh.gov
Community Police Partnering Center 3458 Reading Rd. Cincinnati, OH 45229	4	Rick Biehl 559-5450	rbiehl@gcul.org cpopcenter.@gcul.org	na

Agency/Program & Address	Type	Contact Person & Phone	E-Mail	Web-site
HIP-Home Improvement Program 630 Main St Cincinnati, OH 45202	5	Pat Hanrahan 946-8234	pat.hanrahan@hamilton-co.org	www.hamilton-co.org/commissioners/doc/hip
Home Ownership Center 2820 Vernon Place Cincinnati, OH 45219	6	Rick Williams 961-2800 ext. 17	rwilliams@hometoday.cc	www.hometoday.cc
Invest in Neighborhoods 1821 Summit Rd, Suite 108 Cincinnati, OH 45237	8	Rick Dieringer 921-5502	invest@investinneighborhoods.com	www.investinneighborhoods.com
Keep Cincinnati Beautiful 801 Plum St. Rm. 16 Cincinnati, OH 45202	9	Linda Holterhoff 352-4382	linda.holterhoff@cincinnati-oh.gov	www.keeptocincinnatibeautiful.org
Legal Aid 215 East Ninth St, Suite 200 Cincinnati, OH 45202	10	Stephen Olden 241-9400	solden@lascinti.org	www.lascinti.org
NOMAR 3091 Shadycress Drive Cincinnati, OH 45239	11	Mary Denhart 931-1030	maryd@normarcorporation.com	www.normarcorporation.com

Agency/Program & Address	Type	Contact Person & Phone	E-Mail	Web-site
People Working Cooperatively 4612 Paddock Rd Cincinnati, OH 45229	11	Jock Pitts 351-7921	pittsj@pwchomerepairs.org	www.pwc.homerepairs.org
Smart Money Community Services 19 West Elder St Cincinnati, OH 45202	12	Darrick Dansby 241-7266	ddansby@smart-money.org	www.smart-money.org

1. Criminal Enforcement of State and Local Laws
2. Rehabilitation of Blighted Properties
3. Rehabilitation of Affordable Multi-family Housing
4. Community Police Relations
5. Home Improvement Loans
6. Homeowner Services
7. Homeowner Services
8. Community Council Assistance
9. Litter Prevention, Recycling & Community Improvement
10. Tenant Assistance
11. Emergency Weatherizing and Minor Repairs
12. Economic Education